SJS 44 (Rev. 12/07, NJ 5/08)

# CIVIL COVER SHEET

The JS 44 civil cover sheet and the information contained herein neither replace nor supplement the filing and service of pleadings or other papers as required by law, except as provided by local rules of court. This form, approved by the Judicial Conference of the United States in September 1974, is required for the use of the Clerk of Court for the purpose of initiating the civil docket sheet. (SEE INSTRUCTIONS ON THE REVERSE OF THE FORM.)

••••						
I. (a) PLAINTIFFS		DEFENDANTS				
WALTER C. CHAPM	IAN, JR.	NCO FINANCIAL SYSTEMS, INC.				
(b) County of Residence	of First Listed Plaintiff	County of Residence of First Listed Defendant				
• •	me, Address, Telephone Number and Email Add	NOTE: IN LAND CONDEMNATION CASES, USE THE LOCATION OF THE				
Craig Thor Kimmel, E		LAND INVOLVED.				
Kimmel & Silverman, 30 E. Butler Pike	P.G.	Attorneys (If Known)				
Ambler, PA 19002		i				
(215) 540-8888		E DE LA CONTRACTOR DE L				
II. BASIS OF JURISI	OICTION (Place an "X" in One Box Only)	III. CITIZENSHIP OF PRINCIPAL PARTIES (Place an "X" in One Box for Plaintiff (For Diversity Cases Only) and One Box for Defendant)				
☐ 1 U.S. Government Plaintiff		PTF DEF Citizen of This State				
2 U.S. Government Defendant	☐ 4 Diversity  (Indicate Citizenship of Parties in Item III)	Citizen of Another State 🗇 2 🗇 2 Incorporated <i>and</i> Principal Place 🗇 5 🗊 5 of Business In Another State				
	(manage Chizensiap of Fades in Reik III)	Citizen or Subject of a				
	T (Place an "X" in One Box Only)					
	PERSONAL INJURY PERSONAL INJUR					
110 Insurance     120 Marine	PERSONAL INJURY PERSONAL INJURY  O 310 Airplanc O 362 Personal Injury	- 🗇 620 Other Food & Drug 🗇 423 Withdrawal 🖂 410 Antitrust				
130 Miller Act	3 15 Airplane Product Med, Malpractic Liability 365 Personal Injury					
<ul> <li>☐ 140 Negotiable Instrument</li> <li>☐ 150 Recovery of Overpayment</li> </ul>		vecespery as and the second se				
& Enforcement of Judgment	Slander 🗇 368 Asbestos Person					
☐ 151 Medicare Act ☐ 152 Recovery of Defaulted	O 330 Federal Employers' Injury Product Liability Liability	☐ 650 Airline Regs. ☐ 830 Patent Corrupt Organizations ☐ 660 Occupational ☐ 840 Trademark 등 480 Consumer Credit				
Student Loans	☐ 340 Marine PERSONAL PROPER	TY Safety/Health				
(Excl. Veterans)  ☐ 153 Recovery of Overpayment	345 Marine Product 370 Other Fraud Linbility 371 Truth in Lending	☐ 690 Other ☐ 810 Selective Service ☐ 850 Securities/Commodities/				
of Veteran's Benefits	350 Motor Vehicle 380 Other Personal	☐ 710 Fair Labor Standards ☐ 861 HIA (1395ff) Exchange				
☐ 160 Stockholders' Suits ☐ 190 Other Contract	☐ 355 Motor Vehicle Property Damage Product Liability ☐ 385 Property Damage					
195 Contract Product Liability						
196 Franchise	Injury CIVIL RIGHTS PRISONER PETITIO	& Disclosure Act				
C 210 Land Condemnation	CIVIL RIGHTS PRISONER PETITIO  441 Voting   510 Motions to Vaca					
220 Foreclosure	☐ 442 Employment Sentence	☐ 791 Empl. Ret. Inc. or Defendant) ☐ 894 Energy Allocation Act				
() 230 Rent Lease & Ejectment () 240 Torts to Land	Accommodations 530 General	Security Act O 871 fRS—Third Party O 895 Freedom of Information 26 USC 7609 Act				
245 Tort Product Liability	☐ 444 Welfare ☐ 535 Death Penalty	□ 900Appeal of Fcc Determination				
☐ 290 All Other Real Property	G 445 Amer. w/Disabilities - G 540 Mandamus & Ol Employment G 550 Civil Rights	her de A62 Naturalization Application Under Equal Access to Justice				
	446 Amer. w/Disabilities - 555 Prison Condition					
	Other	465 Other Immigration     State Statutes				
	1 440 Other Civil Rights	Actions				
	<u> </u>					
V. ORIGIN (Place an "X" in One Box Only)  \$1 Original Proceeding State Court Appellate Court Appellate Court  4 Reinstated or Reopened Reopened Form Repeated Form Repeate						
Cite the U.S. Civil Statute under which you are filing (Do not cite jurisdictional statutes unless diversity):  15 U.S.C SECTION 1692						
VI. CAUSE OF ACTI	VI CALIER OF ACTION !					
VI. CAUDD OF HET	Brief description of cause: Fair Debt Collection Practices A	ct				
VII. REQUESTED IN CHECK IF THIS IS A CLASS ACTION DEMAND S CHECK YES only if demanded in complaint:						
COMPLAINT: UNDER F.R.C.P. 23 JURY DEMAND: Ø Yes O No						
VIII. RELATED CASE(S) (See instructions): JUDGE DOCKET NUMBER						
Explanation:						
0-10-11						
DATE	DATE SIGNATURE OF ATTORNEY OF RECORD					

# IN THE UNITED STATES DISTRICT COURT FOR THE EASTERN DISTRICT OF PENNSYLVANIA

# CASE MANAGEMENT TRACK DESIGNATION FORM

Walter C. Chapn	ran, Jr.	: .	CIVIL ACTION		
NCO Francial Sy	istems, Inc.	: : :	NO.		
In accordance with the Civil Justice Expense and Delay Reduction Plan of this court, counsel for plaintiff shall complete a Case Management Track Designation Form in all civil cases at the time of filing the complaint and serve a copy on all defendants. (See § 1:03 of the plan set forth on the reverse side of this form.) In the event that a defendant does not agree with the plaintiff regarding said designation, that defendant shall, with its first appearance, submit to the clerk of court and serve on the plaintiff and all other parties, a Case Management Track Designation Form specifying the track to which that defendant believes the case should be assigned.					
SELECT ONE OF THE I	FOLLOWING C	ASE MANAGEN	IENT TRACKS:		
(a) Habeas Corpus - Cases	s brought under 2	8 U.S.C. § 2241 tl	rough § 2255.	( )	
(b) Social Security – Cases requesting review of a decision of the Secretary of Health and Human Services denying plaintiff Social Security Benefits. ( )					
(c) Arbitration - Cases req	uired to be design	nated for arbitratio	on under Local Civil Rule 53.2.	( )	
(d) Asbestos – Cases invol exposure to asbestos.	ving claims for p	ersonal injury or p	property damage from	( )	
(e) Special Management – Cases that do not fall into tracks (a) through (d) that are commonly referred to as complex and that need special or intense management by the court. (See reverse side of this form for a detailed explanation of special management cases.)					
(f) Standard Management	- Cases that do n	ot fall into any on	e of the other tracks.	<b>X</b> 3	
<u>(0-10-11</u> Date 215-540-8888	Crarg The	12 .	Walter Chapman Attorney for Kimmel Ocredit land	r∨ n w.cem	
Telephone	FAX Nun	nber	E-Mail Address		

(Civ. 660) 10/02

# UNITED STATES DISTRICT COURT

FOR THE EASTERN DISTRICT OF PENNSYLVANIA — DESIGNATION FORM to be used by counsel to indicate the category of the case for the purpose of assignment to appropriate calendar.				
Address of Plaintiff: 5137 Holsten Crest Drive, Manstrum, TN 37814				
Address of Defendant: 507 Prudential Road Hursheyn, PA 19044				
Place of Accident, Incident or Transaction:				
(Use Reverse Side For Addi	tional Space)			
Does this civil action involve a nongovernmental corporate party with any parent corporation and				
(Attach two copies of the Disclosure Statement Form in accordance with Fed.R.Civ.P. 7.1(a))	Yes No Q			
Does this case involve multidistrict litigation possibilities?	YesD No D			
RELATED CASE, IF ANY:	m. m			
Case Number: Judge	Date Terminated:			
Civil cases are deemed related when yes is answered to any of the following questions:				
1. Is this case related to property included in an earlier numbered suit pending or within one year p				
2. Does this case involve the same issue of fact or grow out of the same transaction as a prior suit	Yes Note			
action in this court?	pending of within one year previously terminated			
	. Yes□ No□			
3. Does this case involve the validity or infringement of a patent already in suit or any earlier num				
terminated action in this court?	Yes No C			
4. Is this case a second or successive habeas corpus, social security appeal, or pro se civil rights ca	ase filed by the same individual?			
	Yes No Q			
CIVIL: (Place ✓ in ONE CATEGORY ONLY)				
A. Federal Question Cases:	B. Diversity Jurisdiction Cases:			
1. □ Indemnity Contract, Marine Contract, and All Other Contracts	I. D Insurance Contract and Other Contracts			
2. □ FELA	2.   Airplane Personal Injury			
3.   Jones Act-Personal Injury	3. □ Assault, Defamation			
4. C Antitrust	4. ☐ Marine Personal Injury			
5. □ Patent	5.   Motor Vehicle Personal Injury			
6. □ Labor-Management Relations	6. □ Other Personal Injury (Please			
	specify)			
7. D Civil Rights	7. □ Products Liability			
8.   Habeas Corpus	8. □ Products Liability — Asbestos			
9.   Securities Act(s) Cases	9. ☐ All other Diversity Cases			
10. □ Social Security Review Cases	(Please specify)			
11. WAll other Federal Question Cases 15 U.S.C. \$ 1692				
(Please specify) ADRITDATION CEPTIE:	ICATION			
ARBITRATION CERTIFICATION (Check Appropriate Category)				
I, Mary Mary Market counsel of record do hereby certify:				
Pursuant to Local Civil Rule 53.2, Section 3(c)(2), that to the best of my knowledge and belief, the damages recoverable in this civil action case exceed the sum of \$150,000.00 exclusive of interest and costs;				
C Relief other than monetary damages is sought.				
DATE: 10-10-11 (rung her-kimmel	57wo			
DATE: 10 0 1 111111111111111111111111111111	Attorney I.D.#			
NOTE: A trial de novo will be a trial by jury only if there h	as been compliance with F.R.C.P. 38,			
I certify that, to my knowledge, the within case is not related to any case now pending or within one year previously terminated action in this court				
except as noted above.				
DATE: loy0-11 crarg har-kommel	57100			
Attorney-at-Law	Attorney I.D.#			

CIV. 609 (6/08)

# UNITED STATES DISTRICT COURT FOR THE EASTERN DISTRICT OF PENNSYLVANIA

WALTER C. CHAPMAN, JR.,		)
	Plaintiff	)
	v.	) Case No.:
]	NCO FINANCIAL SYSTEMS, INC.,	) COMPLAINT AND DEMAND FOR
	Defendant	) JURY TRIAL
-	<del></del>	(Unlawful Debt Collection Practices)

#### **COMPLAINT**

WALTER C. CHAPMAN, JR. ("Plaintiff"), by his attorneys, KIMMEL & SILVERMAN, P.C., alleges the following against NCO FINANCIAL SYSTEMS, INC. ("Defendant"):

#### INTRODUCTION

Plaintiff's Complaint is based on the Fair Debt Collection Practices Act, 15
 U.S.C. § 1692 et seq. ("FDCPA").

#### JURISDICTION AND VENUE

2. Jurisdiction of this court arises pursuant to 15 U.S.C. § 1692k(d), which states that such actions may be brought and heard before "any appropriate United States district court without regard to the amount in controversy," and 28 U.S.C. § 1331 grants this court original jurisdiction of all civil actions arising under the laws of the United States.

- 3. Defendant conducts business and has an office in the Commonwealth of Pennsylvania and therefore, personal jurisdiction is established.
  - 4. Venue is proper pursuant to 28 U.S.C. § 1391(b)(1).
  - 5. Declaratory relief is available pursuant to 28 U.S.C. §§ 2201 and 2202.

#### **PARTIES**

- 6. Plaintiff is a natural person residing in Morristown, Tennessee, 37814.
- 7. Plaintiff is a "consumer" as that term is defined by 15 U.S.C. § 1692a(3).
- Defendant is a national debt collection company with its corporate headquarters
   located at 507 Prudential Road in Horsham, Pennsylvania, 19044.
- 9. Defendant is a "debt collector" as that term is defined by 15 U.S.C. § 1692a(6), and repeatedly contacted Plaintiff in an attempt to collect a debt.
- 10. Defendant acted through its agents, employees, officers, members, directors, heirs, successors, assigns, principals, trustees, sureties, subrogees, representatives, and insurers.

#### PRELIMINARY STATEMENT

11. The Fair Debt Collection Practices Act ("FDCPA") is a comprehensive statute, which prohibits a catalog of activities in connection with the collection of debts by third parties.

See 15 U.S.C. § 1692 et seq. The FDCPA imposes civil liability on any person or entity that violates its provisions, and establishes general standards of debt collector conduct, defines abuse, and provides for specific consumer rights. 15 U.S.C. § 1692k. The operative provisions of the FDCPA declare certain rights to be provided to or claimed by debtors, forbid deceitful and

misleading practices, prohibit harassing and abusive tactics, and proscribe unfair or unconscionable conduct, both generally and in a specific list of disapproved practices.

- 12. In particular, the FDCPA broadly enumerates several practices considered contrary to its stated purpose, and forbids debt collectors from taking such action. The substantive heart of the FDCPA lies in three broad prohibitions. First, a "debt collector may not engage in any conduct the natural consequence of which is to harass, oppress, or abuse any person in connection with the collection of a debt." 15 U.S.C. § 1692d. Second, a "debt collector may not use any false, deceptive, or misleading representation or means in connection with the collection of any debt." 15 U.S.C. § 1692e. And third, a "debt collector may not use unfair or unconscionable means to collect or attempt to collect any debt." 15 U.S.C. § 1692f. The FDCPA is designed to protect consumers from unscrupulous collectors, whether or not there exists a valid debt, broadly prohibits unfair or unconscionable collection methods, conduct which harasses, oppresses or abuses any debtor, and any false, deceptive or misleading statements in connection with the collection of a debt.
- 13. In enacting the FDCPA, the United States Congress found that "[t]here is abundant evidence of the use of abusive, deceptive, and unfair debt collection practices by many debt collectors," which "contribute to the number of personal bankruptcies, to marital instability, to the loss of jobs, and to invasions of individual privacy." 15 U.S.C. § 1692a. Congress additionally found existing laws and procedures for redressing debt collection injuries to be inadequate to protect consumers. 15 U.S.C. § 1692b.
- 14. Congress enacted the FDCPA to regulate the collection of consumer debts by debt collectors. The express purposes of the FDCPA are to "eliminate abusive debt collection practices by debt collectors, to insure that debt collectors who refrain from using abusive debt

to protect consumers against debt collection abuses." 15 U.S.C. § 1692e.

#### FACTUAL ALLEGATIONS

- 15. Defendant and others it retained began in or around January 2011 constantly and continuously placing harassing and abusive collection calls to Plaintiff seeking and demanding payment for an alleged consumer debt.
- 16. Upon information and belief, the alleged debt Defendant was seeking to collect arose out of transactions, which were primarily for personal, family, or household purposes.
- 17. Defendant, its employees and servants harassed Plaintiff by making continuous calls to his home phone, at his place of employment, and on his cell phone.
  - 18. At times, Defendant would contact Plaintiff three (3) to six (6) times a day.
- 19. Defendant contacted Plaintiff at times and places that were inconvenient to Plaintiff, which Plaintiff made known to Defendant.
- 20. Despite Plaintiff's instructions not to contact him at those times and places,

  Defendant and others it retained disregarded Plaintiff's instructions and continued to contact
  him.
- 21. The repetitive calls to Plaintiff were disturbing, harassing, and an invasion of privacy.
- 22. Defendant and others it retained repeatedly contacted Plaintiff for at least eight(8) weeks in its attempts to collect a debt.
  - 23. Plaintiff has, at all times, disputed owing this debt.
  - 24. This, however, did not deter Defendant; instead, Defendant began contacting the

father of Plaintiff's daughter's ex-husband seeking information on Plaintiff.

- 25. On at least one occasion, Defendant's employees and agents discussed the alleged debt with various third parties, including but not limited to the father of Plaintiff's daughter's ex-husband.
- 26. Upon information and belief, within five (5) days of its initial communication with Plaintiff in January 2011, Defendant failed to send written notification to Plaintiff advising him of his rights to dispute the debt and/or request verification of the debt.

#### CONSTRUCTION OF APPLICABLE LAW

- 27. The FDCPA is a strict liability statute. Taylor v. Perrin, Landry, deLaunay & Durand, 103 F.3d 1232 (5th Cir. 1997). "Because the Act imposes strict liability, a consumer need not show intentional conduct by the debt collector to be entitled to damages." Russell v. Equifax A.R.S., 74 F. 3d 30 (2d Cir. 1996); see also Gearing v. Check Brokerage Corp., 233 F.3d 469 (7th Cir. 2000) (holding unintentional misrepresentation of debt collector's legal status violated FDCPA); Clomon v. Jackson, 988 F. 2d 1314 (2d Cir. 1993).
- 28. The FDCPA is a remedial statute, and therefore must be construed liberally in favor of the debtor. Sprinkle v. SB&C Ltd., 472 F. Supp. 2d 1235 (W.D. Wash. 2006). The remedial nature of the FDCPA requires that courts interpret it liberally. Clark v. Capital Credit & Collection Services, Inc., 460 F. 3d 1162 (9th Cir. 2006). "Because the FDCPA, like the Truth in Lending Act (TILA) 15 U.S.C §1601 et seq., is a remedial statute, it should be construed liberally in favor of the consumer." Johnson v. Riddle, 305 F. 3d 1107 (10th Cir. 2002).

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29. The FDCPA is to be interpreted in accordance with the "least sophisticated" consumer standard. See Jeter v. Credit Bureau, Inc., 760 F.2d 1168 (11th Cir. 1985); Graziano v. Harrison, 950 F. 2d 107 (3rd Cir. 1991); Swanson v. Southern Oregon Credit Service, Inc., 869 F.2d 1222 (9th Cir. 1988). The FDCPA was not "made for the protection of experts, but for the public - that vast multitude which includes the ignorant, the unthinking, and the credulous, and the fact that a false statement may be obviously false to those who are trained and experienced does not change its character, nor take away its power to deceive others less experienced." Id. The least sophisticated consumer standard serves a dual purpose in that it ensures protection of all consumers, even naive and trusting, against deceptive collection practices, and protects collectors against liability for bizarre or idiosyncratic interpretations of collection notices. Clomon, 988 F. 2d at 1318.

### COUNT I DEFENDANT VIOLATED THE FAIR DEBT COLLECTION PRACTICES ACT

- 30. In its actions to collect a disputed debt, Defendant violated the FDCPA in one or more of the following ways:
  - When it communicated with the Plaintiff at any unusual; time or place known or which should be known to be inconvenient to the Plaintiff, in violation of 15 U.S.C. §1692c(a)(1);
  - b. When it communicated with the Plaintiff at his place of employment and knew or had reason to know that the Plaintiff's employer prohibits the Plaintiff from receiving such communication, in violation of 15 U.S.C. §1692c(a)(3);

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- c. When it communicated with someone other than the Plaintiff when they spoke with the father of Plaintiff's daughter's ex-husband, in connection with the collection of the alleged debt, in violation of 15 U.S.C. §1692c(b);
- d. Harassing, oppressing or abusing Plaintiff in connection with the collection of a debt, by calling Plaintiff repetitively, in violation of 15 U.S.C.§1692d;
- e. When it caused the Plaintiff's telephone to ring repeatedly or continuously with the intent to harass, annoy or abuse Plaintiff, in violation of 15 U.S.C. §1692d(5);
- f. Using unfair or unconscionable means to collect or attempt to collect any debt, in violation of 15 U.S.C. §1692f;
- g. Failing to send written notification to Plaintiff within five days of its initial communication with Plaintiff advising him of his rights to dispute the debt and/or request verification of the debt; and
- h. By acting in an otherwise deceptive, unfair and unconscionable manner and failing to comply with the FDCPA.

#### PRAYER FOR RELIEF

WHEREFORE, Plaintiff, WALTER C. CHAPMAN, JR., respectfully prays for a judgment as follows:

- a. All actual compensatory damages suffered pursuant to 15 U.S.C. § 1692k(a)(1);
- b. Statutory damages of \$1,000.00 for the violation of the FDCPA pursuant to 15 U.S.C. § 1692k(a)(2)(A);

- c. All reasonable attorneys' fees, witness fees, court costs and other litigation costs incurred by Plaintiff pursuant to 15 U.S.C. § 1693k(a)(3); and
- d. Any other relief deemed appropriate by this Honorable Court.

# **DEMAND FOR JURY TRIAL**

PLEASE TAKE NOTICE that Plaintiff, WALTER C. CHAPMAN, JR., demands a jury trial in this case.

DATED: 6-10-(1

RESPECTFULLY SUBMITTED,

KIMMEL & SILVERMAN, P.C.

By:

Craig Thor Kimmel
Attorney ID # 57/100
Kimmel & Silverman, P.C.

30 E. Butler Pike

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Fax: (877) 788-2864

Email: kimmel@creditlaw.com